HEALTH CARE FINANCING ADMINISTRATION

Sherry A. Terrell, Ph.D.
N1SB/Dres/or/Ord/HCFA
6325 Security Blvd. 2B140M
Baltimore, MD 21207
(301) 597-1416 FTS987-1416

CARRIER WORKLOAD AND PROCESSING TIME REPORT AUGUST 1986

U.S. Department of
Health and Human Services
Health Care Financing Administration
Bureau of Quality Control

REPORTS
RA
412
.3
C367
1986:Aug.

RA
412.3
.C367
1986
Aug.

FOREWORD

This report summarizes the status of claim workloads reported by carriers for August 1986. Presented in this report are national summary tables and carrier detail tables showing the numbers of claims received, processed, and pending. Also included in this report are data on electronic media claims, claims processing times, and the percentage distributions of processing times and pending claims. Definitions of terms used in the report are given in the Appendix.

NOTE: Quarterly data (instead of monthly data) were inadvertently used in Table 2, Selected Carrier Workload Indicators, of the June 1986 Carrier Workload and Processing Time Report. The correct Table 2 for June 1986 is included in this report, following Table 5.

Comments, suggestions, and/or questions relative to this report should be directed to:

Health Care Financing Administration
Office of Program Quality Evaluation, BQC
Division of Reports and Analysis
239 East High Rise
6325 Security Boulevard
Baltimore, MD 21207
(301) 597-1880

CARRIER WORKLOADS AND PROCESSING TIMES

AUGUST 1986

HIGHLIGHTS

	August 1986	July 1986	August 1985	August 1986 Percent Chg from Jul 1986	August 1986 Percent Chg from Aug 1985
Number of					
Claims Received	24.31	26.20	23.53	-7.2	3.3
Claims Processed	26.58	27.36	24.66	-2.9	7.8
Claims Pending	14.26	16.67	11.25	-14.5	26.8
Net Assignment Rate	67.8	68.4	69.4	-0.9	-2.3
Electronic Media Claims					
Number	6.53	7.16	4.94	-8.8	32.2
Percent Received	26.9	27.3	21.0	-1.5	28.1
Mean Processing Time (Days)	20.1	22.2	16.2	-9.5	24.1
Inquiries Processed					
Total	1.71	1.79	NA	-4.4	---
Per 1,000 Claims Received	70	68	NA	2.9	---
Beneficiary	1.22	1.28	NA	-4.9	---
Per 1,000 Claims Received	50	49	NA	2.0	---
Provider	0.49	0.51	NA	-3.1	---
Per 1,000 Claims Received	20	19	NA	5.3	---
Medicaid Crossover Claims					
Number Transferred to States	2.64	2.83	NA	-6.9	---
Transferred via EMC	1.99	2.10	NA	-5.3	---
Percent Transferred via EMC	75.4	74.1	NA	1.8	---

NOTE: Numbers in millions
NA- Not available

Executive Summary

- Because of additional funding for claims processing, Medicare carriers' ratio of claims processed to claims received climbed to 109.3 percent in August 1986, reducing the pending backlog for the second consecutive month.

- From July 1986 to August 1986 the total number of claims pending decreased 14.5 percent; claims pending over 30 days decreased 18.7 percent; and those over 60 days decreased 9.9 percent.

  + Days work on hand fell to 12.1 days, the lowest since December 1985.

- The percent of claims processed within 30 days rose to 80.5 percent after declining since November 1985.

  + The average processing time for all HCFA-1500s decreased 9.5 percent from July 1986 (22.2 days) to August 1986 (20.1 days), the first decrease since November 1985.

- The net assignment rate decreased 2.3 percent, falling from 69.4 to 67.8 percent, from August 1985 to August 1986.

- The percent of claims received via electronic media increased 28.1 percent, rising from 21.0 to 26.9 percent over this period.

- Medicaid crossover claims transferred to State Agencies decreased 6.9 percent from July 1986 to August 1986.

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, AUGUST 1985 - AUGUST 1986

Month	Claims Received During Month (000s)	Claims Processed During Month (000s) Including Replicates: Total Number	Claims Paid: Number	Claims Paid: Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Claims Pending End of Month (000s): Total Number	Total: Days Work On Hand*	Over 30 Days: Number	Over 30 Days: Days Work On Hand*	Over 60 Days: Number	Over 60 Days: Days Work On Hand*
1985													
August	23,529.0	24,657.8	21,233.0	86.1	1,513.2	1,911.6	24,546.4	11,245.2	10.7	1,749.2	1.7	668.6	0.6
September	22,974.3	23,110.1	19,955.1	86.3	1,176.2	1,978.9	23,011.4	11,036.8	10.2	1,746.4	1.6	668.1	0.6
FY 1985	270,849.2	267,217.7	217,624.7	81.4	28,712.0	20,881.0	265,926.8	---	---	---	---	---	---
October	25,940.4	26,249.7	22,974.7	87.5	1,151.3	2,123.8	26,134.3	10,707.4	9.8	1,513.7	1.4	612.6	0.6
November	22,332.2	21,807.0	19,160.9	87.9	792.9	1,853.2	21,705.6	11,137.5	10.1	1,563.8	1.4	605.4	0.6
December	24,048.5	22,709.7	20,074.4	88.4	724.4	1,910.8	22,596.4	12,380.9	11.1	1,841.1	1.7	714.3	0.6
CY 1985	279,558.9	277,025.1	226,270.6	81.7	28,705.0	22,049.5	275,730.0	---	---	---	---	---	---
1986													
January	25,840.4	24,512.4	20,092.0	82.0	2,314.1	2,106.3	24,372.1	13,703.0	12.2	1,787.0	1.6	661.2	0.6
February	22,828.4	21,403.5	14,547.9	68.0	4,910.4	1,945.2	21,290.8	15,099.5	13.4	2,151.5	1.9	659.7	0.6
March	24,942.3	23,708.5	16,763.0	70.7	4,861.0	2,084.6	23,567.6	16,256.5	14.4	2,352.7	2.1	796.4	0.7
April	26,868.4	26,269.9	19,914.1	75.8	4,088.2	2,267.5	25,958.6	16,796.0	14.8	2,294.4	2.0	817.7	0.7
May	25,604.8	24,674.2	19,586.5	79.4	2,953.7	2,134.0	24,355.2	17,629.4	15.5	3,069.5	2.7	840.8	0.7
June	25,870.5	25,393.4	20,933.8	82.4	2,303.7	2,156.0	25,136.0	17,951.9	15.6	3,354.0	2.9	1,031.2	0.9
July	26,198.8	27,363.3	23,041.0	84.2	1,991.8	2,330.5	27,113.7	16,673.2	14.3	3,148.3	2.7	952.6	0.8
August	24,306.8	26,576.5	22,675.6	85.3	1,548.8	2,352.1	26,347.1	14,258.0	12.1	2,560.4	2.2	857.9	0.7

* See Appendix for formula

NOTE: Some data for October 1985 - April 1986 have been changed due to revised reports submitted by Maryland B/S.

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, AUGUST 1985 - AUGUST 1986

Month	Assignment Rate	Ratio of Processed to Received	Claims Received Via Electronic Media: Total: Number	Total: Percent of Total Claims Received	HCFA-1500s: Assigned: Percent of Ass'd 1500s Received	HCFA-1500s: Unassigned: Percent of Unass'd 1500s Received	Replicate Claims as Percent of Total Claims Processed	Claims Investigation Rate
1985								
August	69.4	104.8	4,941,245	21.0	26.2	9.2	0.5	3.2
September	69.0	100.6	5,513,825	24.0	29.1	12.6	0.4	3.2
FY 1985	67.7	98.7	51,801,882	19.1	24.0	9.1	0.5	3.5
October	68.4	101.2	5,691,658	21.9	27.3	10.4	0.4	3.3
November	68.0	97.6	5,098,404	22.8	28.8	10.2	0.5	3.5
December	68.2	94.4	5,462,852	22.7	28.3	10.8	0.5	3.5
CY 1985	68.5	99.1	57,548,668	20.6	25.6	9.7	0.5	3.4
1986								
January	67.6	94.9	6,030,178	23.3	29.3	11.0	0.6	3.5
February	66.8	93.8	5,832,920	25.6	31.4	13.8	0.5	3.7
March	68.1	95.1	5,954,970	23.9	29.3	12.3	0.6	3.5
April	67.8	97.8	6,821,666	25.4	31.5	12.5	1.2	3.3
May	67.9	96.4	6,640,016	25.9	32.3	12.6	1.3	3.5
June	67.9	98.2	6,501,097	25.1	31.6	11.5	1.0	3.4
July	68.4	104.4	7,162,476	27.3	34.1	12.7	0.9	3.3
August	67.8	109.3	6,531,669	26.9	33.5	12.9	0.9	3.4

TABLE C: CARRIER MEAN PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM, AUGUST 1985 - AUGUST 1986

	ALL HCFA-1500s				ASSIGNED HCFA-1500s				UNASSIGNED HCFA-1500s			
	Average Processing	Percent Distribution			Average Processing	Percent Distribution			Average Processing	Percent Distribution		
Month	Time In Days	1-15 Days	1-30 Days	1-60 Days	Time In Days	1-15 Days	1-30 Days	1-60 Days	Time In Days	1-15 Days	1-30 Days	1-60 Days
1985												
August	16.2	60.7	87.6	97.4	15.3	64.1	88.4	97.5	18.3	52.8	85.6	97.3
September	15.6	62.8	89.4	97.5	14.8	64.9	90.1	97.6	17.5	57.8	87.8	97.4
FY 1985	14.9	66.5	90.0	97.7	14.1	68.9	90.7	97.9	16.6	61.5	88.7	97.3
October	14.4	67.1	91.6	97.7	13.8	68.0	92.0	97.7	15.7	64.9	90.9	97.6
November	13.7	69.2	92.3	97.8	13.0	72.2	92.7	97.8	15.4	62.4	91.6	97.7
December	15.3	62.0	90.6	97.6	14.1	66.7	91.4	97.7	17.9	51.7	88.8	97.4
CY 1985	15.2	65.3	89.9	97.6	14.4	67.9	90.5	97.7	17.0	59.5	88.6	97.3
1986												
January	17.3	56.1	88.0	97.2	15.9	60.2	89.2	97.4	20.3	47.5	85.5	96.9
February	17.8	53.8	88.1	97.2	16.6	58.1	89.1	97.3	20.4	44.8	86.0	96.8
March	18.8	51.6	85.3	97.4	17.5	55.6	86.1	97.6	21.6	43.1	83.5	96.8
April	19.6	48.3	83.9	97.0	18.3	52.5	85.5	97.3	22.8	38.9	80.2	96.2
May	20.5	45.6	81.1	96.9	18.9	50.4	83.5	97.3	24.2	35.1	76.0	96.0
June	21.4	44.5	77.6	96.4	19.3	49.1	81.7	96.9	26.0	34.2	68.5	95.2
July	22.2	43.7	76.6	95.1	19.8	48.7	80.8	96.4	27.5	32.6	67.3	92.3
August	20.1	50.0	80.5	96.2	17.9	55.9	83.7	96.8	24.8	37.3	73.6	94.9

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: AUGUST, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING			
							TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
TOTAL	24,306,839	26,576,453	22,675,614	1,548,781	2,352,058	26,347,050	14,258,022	12.1	2.2	0.7
BOSTON REGION	1,538,588	1,592,818	1,397,546	84,744	110,528	1,582,454	1,050,437	8.3	1.7	0.8
CONNECTICUT GENERAL	337,830	379,569	330,679	21,428	27,462	379,207	286,642	16.7	1.6	0.4
MASSACHUSETTS B/S										
·MASSACHUSETTS	762,499	735,859	653,633	29,121	53,105	729,183	509,817	13.7	3.5	1.8
TRI-STATE	280,802	295,653	250,499	24,984	20,170	292,403	153,933	11.8	3.6	1.9
MAINE	120,804	123,430	106,709	9,549	7,172	121,871	66,784	11.6	3.6	1.8
NEW HAMPSHIRE	99,264	106,700	88,736	9,660	8,304	105,489	58,394	12.8	3.9	2.2
VERMONT	60,734	65,523	55,054	5,775	4,694	65,043	28,755	10.7	3.1	1.6
RHODE ISLAND B/S	157,457	181,737	162,735	9,211	9,791	181,661	100,045	11.8	1.6	0.9
NEW YORK REGION	3,370,724	3,320,097	2,822,868	154,389	342,840	3,296,653	2,722,711	17.4	4.1	0.9
NEW JERSEY-PRUDENTIAL	771,895	911,379	785,048	41,505	84,826	907,303	483,335	11.1	1.0	0.3
N.Y.-BINGHAMTON B/S	546,192	531,593	450,932	41,763	38,898	520,693	522,484	20.4	3.4	0.3
N.Y.-NEW YORK B/S	1,639,781	1,436,331	1,225,406	39,595	171,330	1,428,406	1,462,959	21.6	6.6	1.0
NEW YORK-GROUP HEALTH	210,829	220,967	184,319	6,737	29,911	220,967	88,804	9.1	0.6	0.2
PUERTO RICO B/S	202,027	219,827	177,163	24,789	17,875	219,284	165,129	18.4	6.8	4.9
PUERTO RICO	201,706	219,483	176,966	24,709	17,808	218,943	164,793	18.4	6.8	4.9
VIRGIN ISLANDS	321	344	197	80	67	341	336	20.2	6.5	2.2
PHILADELPHIA REGION	2,768,729	3,107,124	2,741,869	169,738	195,517	3,102,841	1,388,375	10.3	2.3	0.9
MARYLAND B/S	351,817	273,531	233,489	14,891	25,151	273,479	336,384	24.6	10.5	5.0
PENNSYLVANIA B/S	1,908,802	2,208,370	1,982,792	102,143	123,435	2,205,320	701,633	7.4	1.5	0.5
DELAWARE	60,265	64,752	57,115	4,172	3,465	64,690	10,315	3.5	0.9	0.4
DISTRICT OF COLUMBIA	248,326	293,180	262,771	7,962	22,447	292,583	86,565	6.8	1.4	0.6
PENNSYLVANIA	1,600,211	1,850,438	1,662,906	90,009	97,523	1,848,047	604,753	7.7	1.5	0.5
VIRGINIA-TRAVELERS	349,164	430,688	364,242	36,088	30,358	429,829	260,663	14.2	1.2	0.3
WEST VIRGINIA-NATIONWIDE	158,946	194,535	161,346	16,616	16,573	194,213	89,695	10.7	1.0	0.2
ATLANTA REGION	4,291,039	4,655,115	3,909,811	300,000	445,304	4,592,335	2,826,629	13.6	2.8	1.0
ALABAMA B/S	407,825	408,644	350,274	27,073	31,297	400,971	180,606	9.3	0.6	0.3
FLORIDA B/S	1,638,809	1,856,403	1,533,395	85,900	237,108	1,810,986	1,324,707	15.6	4.9	1.8
GEORGIA-PRUDENTIAL	458,617	456,824	394,372	30,333	32,119	455,362	234,070	10.4	0.6	0.2
KENTUCKY B/S	321,469	318,383	263,517	22,565	32,301	315,899	178,388	12.1	1.7	0.7
MISSISSIPPI-TRAVELERS	203,051	261,886	223,046	25,290	13,550	261,351	116,050	10.9	0.9	0.2
NORTH CAROLINA-PRUDENTIAL	619,838	640,976	558,180	43,200	39,596	638,561	424,585	16.6	2.1	0.7
SOUTH CAROLINA B/S	229,661	253,724	202,349	28,820	22,555	253,712	124,375	12.1	3.9	1.7
TENNESSEE-EQUITABLE	411,769	458,275	384,678	36,819	36,778	455,493	243,848	12.4	0.9	0.3

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: AUGUST, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING			
							TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
CHICAGO REGION	4,203,561	4,706,155	3,894,579	324,604	486,972	4,677,057	1,606,821	7.7	0.9	0.3
ILLINOIS B/S (HCSC)	859,895	884,081	724,706	62,869	96,506	880,099	204,599	4.8	0.3	0.1
INDIANA B/S	491,842	576,042	455,432	52,374	68,236	556,456	238,621	10.6	1.9	0.7
MICHIGAN B/S	1,177,096	1,364,298	1,150,841	52,857	160,600	1,364,298	409,621	6.8	1.1	0.4
MINNESOTA B/S	117,656	133,897	103,380	17,949	12,568	133,471	40,826	6.7	0.8	0.2
MINNESOTA-TRAVELERS	140,447	157,174	133,517	9,019	14,638	156,588	57,378	8.0	0.8	0.2
OHIO-NATIONWIDE	990,580	1,167,788	966,424	90,368	110,996	1,163,270	517,834	10.8	0.9	0.2
WISCONSIN B/S	426,045	422,875	360,279	39,168	23,428	422,875	137,942	6.3	0.5	0.0*
DALLAS REGION	2,077,979	2,284,790	2,027,097	128,919	128,774	2,268,281	1,302,407	13.6	1.6	0.7
ARKANSAS B/S	253,092	270,311	223,375	27,755	19,181	269,392	171,387	14.4	0.6	0.2
LA.-ARK. B/S	346,925	335,161	269,267	23,772	42,122	333,521	286,576	19.5	2.2	0.7
NEW MEXICO-EQUITABLE	86,757	100,415	85,781	6,841	7,793	100,078	42,217	9.0	0.5	0.2
OKLAHOMA-AETNA	244,422	257,734	215,510	22,539	19,685	253,407	117,100	10.5	0.5	0.1
TEXAS B/S	1,146,783	1,321,169	1,233,164	48,012	39,993	1,311,883	685,127	12.9	2.0	0.9
KANSAS CITY REGION	1,107,659	1,247,527	1,029,841	121,048	96,638	1,237,005	752,395	11.7	2.0	0.6
IOWA B/S	358,588	410,482	331,807	51,331	27,344	405,375	272,236	15.4	2.0	0.3
IOWA	250,262	279,619	226,758	35,564	17,297	276,660	176,613	14.4	1.6	0.2
NEBRASKA	108,326	130,863	105,049	15,767	10,047	128,715	95,623	17.5	3.0	0.4
KANSAS B/S	188,301	238,000	200,465	20,534	17,001	234,588	98,271	10.0	3.3	1.5
MISSOURI B/S	182,378	189,160	160,324	12,777	16,059	187,769	118,412	13.7	3.0	0.6
MISSOURI-GENERAL AMERICAN	378,392	409,885	337,245	36,406	36,234	409,273	263,476	14.5	1.9	0.7
DENVER REGION	524,203	567,016	477,186	49,310	40,520	562,888	218,082	8.0	0.9	0.2
COLORADO B/S	229,673	232,319	203,758	16,031	12,530	231,359	90,665	7.5	0.9	0.2
MONTANA B/S	59,143	74,047	59,357	7,676	7,014	73,363	31,155	10.1	1.6	0.8
NORTH DAKOTA B/S	127,094	140,769	119,183	13,826	7,760	140,133	31,993	5.1	0.3	0.1
NORTH DAKOTA	68,463	73,920	63,782	6,567	3,571	73,653	15,991	4.8	0.2	0.1
SOUTH DAKOTA	58,631	66,849	55,401	7,259	4,189	66,480	16,002	5.5	0.4	0.1
UTAH B/S	84,536	94,984	75,128	8,724	11,132	93,192	46,022	9.3	1.1	0.2
WYOMING-EQUITABLE	23,757	24,897	19,760	3,053	2,084	24,841	18,247	19.2	0.6	0.4
SAN FRANCISCO REGION	3,023,569	3,526,570	3,054,022	114,163	358,385	3,464,948	1,654,699	11.0	1.9	0.7
ARIZONA-NEVADA-AETNA	343,218	426,534	358,173	19,766	48,595	420,623	177,287	9.4	2.1	0.9
ARIZONA	273,283	343,508	287,431	16,485	39,592	338,272	139,904	9.1	1.9	0.8
NEVADA	69,935	83,026	70,742	3,281	9,003	82,351	37,383	10.6	3.0	1.1
CALIFORNIA B/S	1,190,328	1,366,239	1,177,393	52,229	136,617	1,361,306	645,758	11.1	2.7	1.1
CALIFORNIA-OCCIDENTAL	1,406,830	1,642,633	1,437,340	37,439	167,854	1,592,201	772,440	11.1	1.1	0.4
HAWAII-AETNA	83,193	91,164	81,116	4,729	5,319	90,818	59,214	14.4	1.1	0.4

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: AUGUST, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING			
							TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
SEATTLE REGION	758,505	789,840	681,391	52,092	56,357	785,021	382,613	10.2	0.6	0.1
ALASKA-OREGON-AETNA	256,689	294,265	253,242	19,770	21,253	291,765	129,244	10.8	0.9	0.2
ALASKA	8,755	9,423	7,870	447	1,106	9,328	3,108	7.8	1.0	0.1
OREGON	247,934	284,842	245,372	19,323	20,147	282,437	126,136	10.9	0.9	0.2
IDAHO-EQUITABLE	71,222	71,370	58,881	8,075	4,414	71,261	54,807	16.9	0.0*	0.0*
WASHINGTON B/S	430,594	424,205	369,268	24,247	30,690	421,995	198,562	9.1	0.5	0.1
CLALLAM	8,720	7,700	6,562	585	553	7,684	1,598	4.7	0.0*	0.0*
COWLITZ	8,449	8,434	7,462	600	372	8,413	1,605	3.8	0.3	0.1
GRAYS HARBOR	8,181	6,058	5,285	450	323	6,038	4,721	12.7	0.1	0.0*
KING	165,714	167,788	147,227	7,930	12,631	167,053	71,729	8.7	0.4	0.1
KITSAP	18,405	18,150	16,034	1,119	997	18,126	7,846	9.2	0.3	0.1
PIERCE	61,630	58,179	50,141	3,100	4,938	57,507	35,966	12.5	0.9	0.3
SKAGIT	13,234	13,091	11,334	898	859	13,032	1,457	2.4	0.0*	0.0*
SNOHOMISH	22,835	21,376	18,002	1,680	1,694	21,212	8,978	8.2	0.3	0.1
SPOKANE	103,471	101,927	86,774	6,167	6,986	101,465	59,917	12.5	0.7	0.2
WALLA WALLA	6,829	6,714	5,812	574	328	6,708	2,696	8.3	0.7	0.2
WHATCOM	13,126	14,788	12,635	1,144	1,009	14,757	2,049	3.4	0.1	0.0*
RRB-TRAVELERS	642,283	779,401	639,404	49,774	90,223	777,567	352,853	11.6	0.9	0.3
AETNA	927,522	1,069,697	908,041	66,804	94,852	1,056,613	482,845	10.5	1.3	0.5
EQUITABLE	593,505	654,957	549,100	54,788	51,069	651,673	359,119	12.6	0.7	0.2
NATIONWIDE	1,149,526	1,362,323	1,127,770	106,984	127,569	1,357,483	607,529	10.8	0.9	0.2
PRUDENTIAL	1,850,350	2,009,179	1,737,600	115,038	156,541	2,001,226	1,141,990	12.5	1.2	0.4
TRAVELERS (RRB-EXCLUDED)	692,662	849,748	720,805	70,397	58,546	847,768	434,091	12.0	1.0	0.3

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: AUGUST, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA — TOTAL — NUMBER	TOTAL — PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S — ASSIGNED — PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S — UNASSIGNED — PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS — PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
TOTAL	67.8	109.3	6,531,669	26.9	33.5	12.9	0.9	3.4
BOSTON REGION	82.5	103.5	273,623	17.8	20.6	4.7	0.7	4.5
CONNECTICUT GENERAL	64.1	112.4	55,253	16.4	24.6	1.7	0.1	4.6
MASSACHUSETTS B/S								
MASSACHUSETTS	94.7	96.5	148,731	19.5	20.6	0.6	0.9	4.9
TRI-STATE	65.8	105.3	32,023	11.4	11.7	10.9	1.1	5.8
MAINE	75.5	102.2	2,514	2.1	2.8	0.0	1.3	6.4
NEW HAMPSHIRE	56.5	107.5	13,931	14.0	14.8	13.1	1.1	5.6
VERMONT	62.0	107.9	15,578	25.6	28.5	20.9	0.7	4.7
RHODE ISLAND B/S	92.3	115.4	37,616	23.9	25.9	0.0	0.0*	0.7
NEW YORK REGION	71.3	98.5	869,532	25.8	34.3	4.7	0.7	3.2
NEW JERSEY-PRUDENTIAL	51.6	118.1	116,217	15.1	24.7	4.8	0.4	1.3
N.Y.-BINGHAMTON B/S	74.1	97.3	98,251	18.0	23.2	3.1	2.1	3.5
N.Y.-NEW YORK B/S	77.6	87.6	598,844	36.5	45.3	6.3	0.6	4.3
NEW YORK-GROUP HEALTH	74.1	104.8	49,435	23.4	31.6	0.2	0.0	1.6
PUERTO RICO B/S	84.7	108.8	6,785	3.4	4.0	0.0	0.2	5.4
PUERTO RICO	84.7	108.8	6,785	3.4	4.0	0.0	0.2	5.3
VIRGIN ISLANDS	61.1	107.2	0	0.0	0.0	0.0	0.9	22.4
PHILADELPHIA REGION	83.1	112.2	700,526	25.3	28.5	9.6	0.1	2.4
MARYLAND B/S	84.0	77.7	95,735	27.2	27.4	26.2	0.0*	3.6
PENNSYLVANIA B/S	87.7	115.7	471,046	24.7	28.1	0.2	0.1	2.3
DELAWARE	79.1	107.4	12,069	20.0	25.3	0.0*	0.1	2.1
DISTRICT OF COLUMBIA	78.7	118.1	76,172	30.7	38.9	0.3	0.2	3.1
PENNSYLVANIA	89.5	115.6	382,805	23.9	26.7	0.2	0.1	2.2
VIRGINIA-TRAVELERS	62.3	123.3	97,993	28.1	33.9	18.4	0.2	1.6
WEST VIRGINIA-NATIONWIDE	71.0	122.4	35,752	22.5	26.7	12.1	0.2	3.5
ATLANTA REGION	62.5	108.5	1,467,736	34.2	45.8	15.0	1.3	4.9
ALABAMA B/S	75.8	100.2	211,760	51.9	54.4	44.2	1.9	3.2
FLORIDA B/S	62.9	113.3	579,107	35.3	44.9	19.1	2.4	8.4
GEORGIA-PRUDENTIAL	68.5	99.6	119,879	26.1	34.6	7.7	0.3	0.5
KENTUCKY B/S	65.1	99.0	82,657	25.7	30.4	16.9	0.8	7.3
MISSISSIPPI-TRAVELERS	67.1	129.0	46,464	22.9	30.7	7.0	0.2	2.1
NORTH CAROLINA-PRUDENTIAL	51.1	103.4	228,850	36.9	69.6	2.7	0.4	2.6
SOUTH CAROLINA B/S	58.2	110.5	108,354	47.2	60.7	28.4	0.0*	1.0
TENNESSEE-EQUITABLE	55.9	111.3	90,665	22.0	34.6	6.0	0.6	2.3

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: AUGUST, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL NUMBER	TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
CHICAGO REGION	64.4	112.0	1,389,418	33.1	40.6	19.5	0.6	1.9
ILLINOIS B/S (HCSC)	56.7	102.8	221,699	25.8	32.2	17.4	0.5	2.7
INDIANA B/S	58.6	117.1	127,809	26.0	30.4	19.8	3.4	0.3
MICHIGAN B/S	87.4	115.9	577,101	49.0	53.7	16.4	0.0	0.6
MINNESOTA B/S	34.9	113.8	48,548	41.3	40.7	41.6	0.3	4.8
MINNESOTA-TRAVELERS	46.9	111.9	73,504	52.3	57.6	47.7	0.4	3.3
OHIO-NATIONWIDE	57.4	117.9	253,248	25.6	35.5	12.2	0.4	3.3
WISCONSIN B/S	53.3	99.3	87,509	20.5	19.6	21.9	0.0	0.8
DALLAS REGION	63.4	110.0	458,017	22.0	28.7	10.5	0.7	5.0
ARKANSAS B/S	71.5	106.8	30,660	12.1	13.1	9.6	0.3	3.4
LA.-ARK. B/S	66.5	96.6	85,227	24.6	31.8	10.1	0.5	6.0
NEW MEXICO-EQUITABLE	61.0	115.7	15,777	18.2	25.2	7.2	0.3	1.2
OKLAHOMA-AETNA	48.5	105.4	50,487	20.7	31.9	10.1	1.7	2.3
TEXAS B/S	64.1	115.2	275,866	24.1	31.2	11.2	0.7	5.8
KANSAS CITY REGION	57.7	112.6	345,641	31.2	38.8	20.8	0.8	5.7
IOWA B/S	48.9	114.5	54,601	15.2	21.1	9.6	1.2	3.9
IOWA	51.6	111.7	50,942	20.4	25.9	14.5	1.1	3.4
NEBRASKA	42.7	120.8	3,659	3.4	7.8	0.1	1.6	5.0
KANSAS B/S	68.6	126.4	62,671	33.3	36.0	27.3	1.4	4.8
MISSOURI B/S	71.4	103.7	79,088	43.4	51.8	22.4	0.7	6.4
MISSOURI-GENERAL AMERICAN	54.1	108.3	149,281	39.5	47.5	29.9	0.1	7.7
DENVER REGION	51.1	108.2	80,680	15.4	15.6	15.2	0.7	5.3
COLORADO B/S	57.6	101.2	30,263	13.2	14.6	11.2	0.4	6.0
MONTANA B/S	43.0	125.2	3,960	6.7	1.8	10.4	0.9	8.0
NORTH DAKOTA B/S	38.8	110.8	29,811	23.5	19.8	25.8	0.5	3.7
NORTH DAKOTA	40.0	108.0	25,068	36.6	30.2	40.9	0.4	3.6
SOUTH DAKOTA	37.4	114.0	4,743	8.1	6.8	8.9	0.6	3.9
UTAH B/S	60.8	112.4	14,624	17.3	21.3	11.2	1.9	5.1
WYOMING-EQUITABLE	41.0	104.8	2,022	8.5	13.3	5.2	0.2	0.1
SAN FRANCISCO REGION	71.3	116.6	843,050	27.9	33.5	14.0	1.7	2.7
ARIZONA-NEVADA-AETNA	60.4	124.3	78,585	22.9	31.3	10.1	1.4	3.4
ARIZONA	55.7	125.7	60,933	22.3	31.8	10.3	1.5	3.5
NEVADA	78.4	118.7	17,652	25.2	29.7	8.9	0.8	3.1
CALIFORNIA B/S	70.1	114.8	337,576	28.4	34.0	15.0	0.4	3.9
CALIFORNIA-OCCIDENTAL	75.0	116.8	416,572	29.6	34.7	14.2	3.1	1.6
HAWAII-AETNA	70.4	109.6	10,317	12.4	9.9	18.4	0.4	3.1

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: AUGUST, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA — TOTAL — NUMBER	TOTAL — PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S — ASSIGNED — PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S — UNASSIGNED — PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS — PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
SEATTLE REGION	45.3	104.1	95,761	12.6	17.0	9.0	0.6	2.2
ALASKA-OREGON-AETNA	43.4	114.6	39,677	15.5	17.6	13.8	0.8	1.5
ALASKA	61.8	107.6	26	0.3	0.5	0.0	1.0	1.8
OREGON	42.7	114.9	39,651	16.0	18.5	14.1	0.8	1.5
IDAHO-EQUITABLE	28.4	100.2	7,300	10.2	16.6	7.7	0.2	0.0*
WASHINGTON B/S	49.3	98.5	48,784	11.3	16.8	6.1	0.5	3.1
CLALLAM	23.0	88.3	366	4.2	18.2	0.0	0.2	10.6
COWLITZ	55.2	99.8	0	0.0	0.0	0.0	0.2	4.3
GRAYS HARBOR	60.4	74.0	0	0.0	0.0	0.0	0.3	4.0
KING	48.7	101.3	24,879	15.0	24.0	6.5	0.4	2.0
KITSAP	39.9	98.6	2,799	15.2	19.6	12.3	0.1	9.7
PIERCE	52.0	94.4	3,967	6.4	4.2	8.9	1.2	2.1
SKAGIT	33.3	98.9	1,150	8.7	8.3	8.9	0.5	3.1
SNOHOMISH	47.4	93.6	526	2.3	3.8	0.9	0.8	4.9
SPOKANE	54.2	98.5	12,431	12.0	20.3	2.2	0.5	1.4
WALLA WALLA	33.4	98.3	2,016	29.5	11.1	38.8	0.1	8.3
WHATCOM	52.2	112.7	650	5.0	9.1	0.4	0.2	12.6
RRB-TRAVELERS	61.2	121.3	7,685	1.2	1.5	0.8	0.2	0.7
AETNA	53.4	115.3	179,066	19.3	25.8	11.8	1.2	2.6
EQUITABLE	52.7	110.4	115,764	19.5	31.2	6.5	0.5	1.8
NATIONWIDE	59.3	118.5	289,000	25.1	34.0	12.2	0.4	3.3
PRUDENTIAL	55.7	108.6	464,946	25.1	41.5	4.5	0.4	1.5
TRAVELERS (RRB-EXCLUDED)	60.6	122.7	217,961	31.5	36.6	23.6	0.2	2.1

* LESS THAN 0.05

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME: AUGUST, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS: AUGUST , 1986

CARRIER	PROCESSING TIME						AGE OF PENDING CLAIMS				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
TOTAL	26,528,894	20.1	50.0	80.5	96.2	98.5	14,154,154	61.0	81.9	93.9	97.3
BOSTON REGION	1,589,262	18.7	58.7	82.4	95.6	98.0	1,043,350	66.1	79.3	90.0	94.3
CONNECTICUT GENERAL	376,013	30.0	19.0	59.4	96.1	98.5	286,497	74.1	90.6	97.7	99.1
MASSACHUSETTS B/S											
MASSACHUSETTS	735,859	15.7	67.5	89.8	95.5	98.0	507,026	62.6	74.7	87.1	92.4
TRI-STATE	295,653	18.2	70.6	85.7	93.6	96.9	153,869	54.8	69.3	83.9	91.2
MAINE	123,430	17.9	72.3	86.5	93.9	97.1	66,781	54.7	68.5	84.1	91.0
NEW HAMPSHIRE	106,700	19.8	65.8	82.6	92.7	96.4	58,333	55.2	69.3	83.0	90.7
VERMONT	65,523	16.3	75.4	89.2	94.7	97.4	28,755	54.0	71.1	85.2	92.5
RHODE ISLAND B/S	181,737	8.5	85.5	95.0	98.0	98.9	95,958	78.8	86.3	92.2	95.6
NEW YORK REGION	3,315,887	24.8	37.1	58.7	96.0	98.9	2,714,659	46.6	76.3	95.0	97.8
NEW JERSEY-PRUDENTIAL	911,379	20.4	36.1	86.4	98.6	99.5	483,335	81.1	90.7	97.0	98.9
N.Y.-BINGHAMTON B/S	531,593	30.3	17.8	18.6	98.3	99.5	522,484	39.2	83.3	98.6	99.6
N.Y.-NEW YORK B/S	1,432,121	27.3	38.9	47.4	93.0	98.3	1,456,830	35.1	69.6	95.4	98.3
NEW YORK-GROUP HEALTH	220,967	14.8	72.9	93.7	97.4	99.0	87,935	86.3	92.9	97.3	99.0
PUERTO RICO B/S	219,827	22.8	41.0	78.9	97.3	99.1	164,075	49.1	62.7	73.3	83.6
PUERTO RICO	219,483	22.8	41.0	78.9	97.3	99.1	163,741	49.0	62.7	73.2	83.5
VIRGIN ISLANDS	344	27.5	24.4	74.4	94.8	97.7	334	55.1	67.7	89.2	94.9
PHILADELPHIA REGION	3,107,124	17.1	62.9	84.7	97.3	99.1	1,388,375	55.6	77.4	91.2	97.0
MARYLAND B/S	273,531	29.5	45.8	70.8	83.3	95.7	336,384	38.4	57.5	79.6	94.5
PENNSYLVANIA B/S	2,208,370	13.7	76.3	88.7	98.6	99.5	701,633	61.3	80.0	93.4	96.9
DELAWARE	64,752	6.1	91.0	95.9	98.8	99.4	10,315	62.2	74.2	88.2	94.2
DISTRICT OF COLUMBIA	293,180	13.0	80.1	93.1	98.3	99.1	86,565	65.9	80.1	91.0	95.8
PENNSYLVANIA	1,850,438	14.1	75.2	87.8	98.7	99.5	604,753	60.7	80.1	93.9	97.2
VIRGINIA-TRAVELERS	430,688	24.9	22.1	72.2	98.6	99.4	260,663	58.1	91.2	97.9	99.6
WEST VIRGINIA-NATIONWIDE	194,535	21.4	25.2	87.2	98.1	99.5	89,695	68.8	91.1	97.7	99.6
ATLANTA REGION	4,655,115	23.0	50.4	73.6	93.8	97.1	2,785,499	59.2	79.3	92.4	96.7
ALABAMA B/S	408,644	11.5	90.0	98.5	98.9	99.3	180,606	86.9	93.0	96.6	98.3
FLORIDA B/S	1,856,403	29.9	41.9	50.7	88.1	94.4	1,285,355	39.6	68.6	88.5	95.1
GEORGIA-PRUDENTIAL	456,824	14.7	54.9	97.0	99.1	99.7	234,070	84.4	94.2	98.2	99.3
KENTUCKY B/S	318,383	19.5	54.6	89.4	96.2	97.8	178,388	68.4	85.7	94.5	96.9
MISSISSIPPI-TRAVELERS	261,886	19.4	34.1	89.0	97.8	99.2	116,050	74.7	92.0	97.9	99.4
NORTH CAROLINA-PRUDENTIAL	640,976	20.6	62.7	88.1	97.5	99.1	424,585	80.2	87.4	95.8	98.6
SOUTH CAROLINA B/S	253,724	25.0	44.6	64.1	93.1	97.2	124,239	55.1	67.7	85.7	91.6
TENNESSEE-EQUITABLE	458,275	20.6	37.2	86.2	98.0	99.2	242,206	69.1	92.7	98.0	99.3

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME: AUGUST, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS: AUGUST , 1986

CARRIER	PROCESSING TIME						AGE OF PENDING CLAIMS				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
CHICAGO REGION	4,703,901	16.0	61.7	88.9	97.5	99.1	1,598,597	72.5	88.6	96.6	98.6
ILLINOIS B/S (HCSC)	884,081	8.3	91.5	97.7	99.7	100.0	204,599	84.1	94.0	98.8	99.7
INDIANA B/S	576,042	21.2	43.0	78.1	93.4	98.0	231,261	66.6	82.4	93.7	98.5
MICHIGAN B/S	1,364,294	17.9	66.0	86.4	96.9	98.5	409,593	67.7	83.6	94.1	96.3
MINNESOTA B/S	133,897	16.3	65.2	87.6	95.8	98.3	40,826	75.2	88.5	97.3	99.4
MINNESOTA-TRAVELERS	157,174	15.3	75.2	89.3	94.6	98.7	57,378	75.5	90.5	97.9	99.3
OHIO-NATIONWIDE	1,167,788	20.0	31.1	88.6	98.5	99.6	517,834	71.8	91.9	98.0	99.5
WISCONSIN B/S	420,625	8.6	89.5	94.7	99.6	99.9	137,106	80.4	92.4	99.5	99.8
DALLAS REGION	2,276,181	24.2	31.4	79.7	94.1	96.6	1,298,699	65.3	88.1	95.2	97.7
ARKANSAS B/S	270,189	23.0	15.5	88.1	97.9	98.9	171,069	76.0	96.0	98.4	99.5
LA.-ARK. B/S	328,347	24.9	23.7	81.9	96.7	98.1	283,736	58.8	88.9	96.3	98.2
NEW MEXICO-EQUITABLE	100,415	17.6	35.4	94.3	99.0	99.7	42,217	75.3	94.5	98.3	99.5
OKLAHOMA-AETNA	256,061	17.3	50.8	93.2	99.1	99.9	116,550	81.8	94.9	99.1	99.9
TEXAS B/S	1,321,169	26.2	32.6	73.7	91.4	95.0	685,127	61.9	84.3	93.0	96.6
KANSAS CITY REGION	1,235,745	22.4	40.3	79.1	96.1	98.8	744,405	55.3	83.0	94.9	98.0
IOWA B/S	409,944	25.3	19.5	75.1	98.1	99.7	271,061	60.6	86.8	98.1	99.7
IOWA	279,273	23.8	24.4	76.4	98.5	99.8	175,916	63.9	89.0	98.4	99.8
NEBRASKA	130,671	28.3	9.0	72.3	97.2	99.5	95,145	54.5	82.8	97.6	99.6
KANSAS B/S	226,756	21.4	60.0	76.6	90.9	96.3	91,457	49.2	66.7	84.9	93.8
MISSOURI B/S	189,160	20.8	56.6	71.8	95.0	99.1	118,411	47.4	78.1	95.3	98.0
MISSOURI-GENERAL AMERICAN	409,885	20.8	42.8	87.8	97.4	99.3	263,476	55.6	86.9	95.0	97.6
DENVER REGION	565,681	15.3	74.8	90.2	96.9	99.0	203,546	73.6	89.4	97.1	99.0
COLORADO B/S	232,319	15.3	77.2	89.7	97.5	99.5	84,903	68.5	88.6	97.8	99.7
MONTANA B/S	74,047	19.4	56.9	88.8	95.0	98.1	31,155	65.7	83.9	91.9	95.8
NORTH DAKOTA B/S	139,434	10.8	84.8	95.9	99.3	99.9	30,478	85.7	94.2	98.8	99.9
NORTH DAKOTA	73,327	9.8	87.5	96.9	99.5	100.0	15,270	88.1	95.0	98.9	99.9
SOUTH DAKOTA	66,107	11.9	81.9	94.8	99.1	99.9	15,208	83.3	93.3	98.6	99.9
UTAH B/S	94,984	18.2	67.2	85.5	95.7	99.0	38,763	72.0	88.0	98.0	99.5
WYOMING-EQUITABLE	24,897	16.7	77.8	85.1	86.9	92.9	18,247	94.3	96.9	97.8	98.7
SAN FRANCISCO REGION	3,511,357	19.1	42.4	88.5	97.3	99.0	1,642,203	67.1	83.0	93.3	96.7
ARIZONA-NEVADA-AETNA	425,109	19.3	53.2	86.6	96.5	98.7	176,753	62.6	77.6	90.8	94.9
ARIZONA	342,386	19.5	49.3	86.9	96.5	98.7	139,479	64.5	79.1	91.1	95.1
NEVADA	82,723	18.3	69.3	85.4	96.3	98.7	37,274	55.2	71.9	89.5	94.1
CALIFORNIA B/S	1,352,846	18.7	57.0	85.8	96.4	98.4	633,880	56.4	75.6	89.7	94.5
CALIFORNIA-OCCIDENTAL	1,642,633	19.1	29.5	91.0	98.2	99.5	772,440	76.8	89.7	96.5	98.7
HAWAII-AETNA	90,769	23.5	9.7	91.3	97.9	98.9	59,130	68.7	92.3	97.2	98.8

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME: AUGUST, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS: AUGUST 1986

CARRIER	PROCESSING TIME						AGE OF PENDING CLAIMS				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	789,240	15.7	56.0	93.5	99.1	99.8	381,968	80.7	94.6	98.8	99.6
ALASKA-OREGON-AETNA	293,665	19.7	37.3	89.5	98.5	99.8	128,599	77.1	91.9	98.4	99.7
ALASKA	9,327	11.8	84.1	95.5	99.3	99.9	3,082	71.7	87.4	98.2	99.6
OREGON	284,338	20.0	35.8	89.3	98.4	99.8	125,517	77.3	92.0	98.4	99.7
IDAHO-EQUITABLE	71,370	14.4	57.4	99.4	100.0	100.0	54,807	97.7	99.8	100.0	100.0
WASHINGTON B/S	424,205	13.2	68.6	95.2	99.3	99.8	198,562	78.3	94.9	98.7	99.3
CLALLAM	7,700	4.0	99.1	99.8	100.0	100.0	1,598	97.3	99.9	99.9	99.9
COWLITZ	8,434	5.8	94.0	98.1	99.4	99.8	1,605	84.4	92.3	97.7	99.5
GRAYS HARBOR	6,058	13.3	86.1	98.3	99.9	100.0	4,721	93.5	99.4	100.0	100.0
KING	167,788	12.4	79.2	95.7	99.6	99.9	71,729	83.7	95.9	99.2	99.6
KITSAP	18,150	13.9	65.5	95.6	99.4	99.8	7,846	78.3	96.8	99.0	99.7
PIERCE	58,179	16.4	51.5	93.8	99.1	99.7	35,966	81.4	92.6	98.0	99.1
SKAGIT	13,091	4.0	98.2	99.5	99.9	100.0	1,457	96.8	99.4	100.0	100.0
SNOHOMISH	21,376	9.2	91.6	98.0	99.4	99.8	8,978	89.8	96.2	99.0	99.4
SPOKANE	101,927	17.1	42.8	92.8	98.9	99.6	59,917	65.8	94.2	98.2	99.0
WALLA WALLA	6,714	12.5	79.8	96.2	98.7	99.5	2,696	70.7	91.7	97.1	98.3
WHATCOM	14,788	6.3	96.0	99.0	99.8	99.9	2,049	86.2	97.3	99.1	99.5
RRB-TRAVELERS	779,401	19.6	40.7	90.6	98.0	99.2	352,853	78.1	92.3	97.8	99.3
AETNA	1,065,604	19.3	44.5	89.4	97.8	99.3	481,032	71.9	87.4	95.6	97.9
EQUITABLE	654,957	19.3	40.7	88.9	97.9	99.1	357,477	75.5	94.2	98.3	99.4
NATIONWIDE	1,362,323	20.2	30.3	88.4	98.4	99.6	607,529	71.4	91.8	98.0	99.5
PRUDENTIAL	2,009,179	19.2	48.8	89.3	98.4	99.4	1,141,990	81.4	90.2	96.8	98.9
TRAVELERS (RRB-EXCLUDED)	849,748	21.4	35.6	80.5	97.6	99.2	434,091	64.8	91.3	97.9	99.5

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
AUGUST, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
TOTAL	18,064,357	17.9	55.9	83.7	96.8	98.7	8,464,537	24.8	37.3	73.6	94.9	97.9
BOSTON REGION	1,300,212	16.7	64.1	85.6	96.0	98.2	289,050	27.7	34.2	67.9	93.8	97.3
CONNECTICUT GENERAL	236,781	24.9	29.6	66.5	97.1	98.6	139,232	38.8	0.9	47.3	94.4	98.2
MASSACHUSETTS B/S												
MASSACHUSETTS	697,253	15.6	68.4	90.1	95.7	98.2	38,606	17.4	52.1	84.5	91.2	95.5
TRI-STATE	197,454	18.1	72.2	84.9	93.7	97.1	98,199	18.6	67.4	87.2	93.5	96.5
MAINE	93,994	17.7	73.4	86.3	93.8	97.1	29,436	18.6	68.6	87.2	94.1	97.0
NEW HAMPSHIRE	61,660	20.3	66.6	80.3	92.9	96.8	45,040	19.2	64.6	85.8	92.4	95.8
VERMONT	41,800	15.6	77.7	88.7	94.7	97.5	23,723	17.5	71.4	90.0	94.7	97.2
RHODE ISLAND B/S	168,724	8.5	85.3	95.0	98.0	98.9	13,013	8.1	86.9	94.5	97.6	99.0
NEW YORK REGION	2,425,064	22.9	43.8	62.2	95.8	99.0	890,823	29.7	18.9	48.9	96.4	98.9
NEW JERSEY-PRUDENTIAL	555,935	19.1	43.7	87.7	98.7	99.4	355,444	22.4	24.1	84.3	98.4	99.5
N.Y.-BINGHAMTON B/S	393,827	28.3	22.8	23.5	98.8	99.6	137,766	36.0	3.7	4.4	97.0	99.3
N.Y.-NEW YORK B/S	1,114,503	24.3	47.2	55.8	92.8	98.5	317,618	38.0	9.7	17.9	93.7	97.9
NEW YORK-GROUP HEALTH	160,995	14.2	75.2	93.4	97.4	99.0	59,972	16.5	66.7	94.2	97.4	98.9
PUERTO RICO B/S	199,804	22.6	41.8	78.4	97.4	99.2	20,023	24.3	32.4	84.0	95.9	98.5
PUERTO RICO	199,600	22.6	41.9	78.4	97.4	99.2	19,883	24.3	32.4	84.1	95.9	98.5
VIRGIN ISLANDS	204	28.5	17.2	77.0	93.1	97.5	140	26.0	35.0	70.7	97.1	97.9
PHILADELPHIA REGION	2,617,862	15.3	69.2	89.1	97.5	99.2	489,262	26.9	29.2	61.3	96.0	98.9
MARYLAND B/S	228,494	28.4	48.4	71.4	84.5	95.9	45,037	35.1	33.0	67.7	77.2	94.6
PENNSYLVANIA B/S	1,969,021	12.2	80.6	93.1	98.8	99.5	239,349	25.9	40.6	52.7	97.6	99.2
DELAWARE	50,994	6.4	90.5	95.5	98.8	99.5	13,758	5.2	93.2	97.4	98.7	99.2
DISTRICT OF COLUMBIA	227,150	11.2	86.9	94.1	98.5	99.3	66,030	19.0	56.5	90.0	97.6	98.7
PENNSYLVANIA	1,690,877	12.5	79.5	92.9	98.8	99.5	159,561	30.5	29.5	33.4	97.6	99.4
VIRGINIA-TRAVELERS	284,111	23.6	25.4	77.0	98.7	99.3	146,577	27.4	15.8	62.9	98.4	99.5
WEST VIRGINIA-NATIONWIDE	136,236	20.5	30.2	87.0	98.3	99.6	58,299	23.4	13.5	87.8	97.8	99.4
ATLANTA REGION	2,971,109	17.5	58.3	83.2	96.1	98.2	1,684,006	32.7	36.4	56.6	89.6	95.2
ALABAMA B/S	309,178	11.0	92.1	98.6	99.0	99.2	99,466	13.0	83.6	98.2	98.8	99.4
FLORIDA B/S	1,062,556	19.6	58.4	71.4	93.1	96.6	793,847	43.7	19.8	23.0	81.4	91.5
GEORGIA-PRUDENTIAL	310,063	13.3	61.1	97.7	99.5	99.8	146,761	17.6	42.0	95.5	98.5	99.4
KENTUCKY B/S	204,609	18.3	59.1	91.0	96.6	98.0	113,774	21.7	46.5	86.5	95.5	97.4
MISSISSIPPI-TRAVELERS	184,356	18.2	40.8	89.9	97.9	99.2	77,530	22.4	18.1	86.9	97.5	99.2
NORTH CAROLINA-PRUDENTIAL	457,401	17.4	52.2	85.2	97.2	99.0	183,575	28.6	88.7	95.3	98.2	99.3
SOUTH CAROLINA B/S	151,371	19.4	54.5	75.3	95.2	98.2	102,353	33.2	30.0	47.5	90.2	95.7
TENNESSEE-EQUITABLE	291,575	19.7	40.9	86.0	98.3	99.3	166,700	22.2	30.7	86.7	97.3	99.0

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
AUGUST, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
CHICAGO REGION	3,053,504	14.8	66.6	89.8	97.8	99.2	1,650,397	18.2	52.7	87.3	97.0	99.0
ILLINOIS B/S (HCSC)	539,365	8.0	92.6	98.5	99.8	100.0	344,716	8.7	89.8	96.5	99.5	99.9
INDIANA B/S	320,628	17.2	53.5	84.4	95.3	98.5	255,414	26.2	29.7	70.1	90.9	97.4
MICHIGAN B/S	1,187,916	16.8	67.7	86.7	97.1	98.6	176,378	25.1	55.2	84.3	95.3	97.5
MINNESOTA B/S	48,640	17.6	60.9	85.2	95.3	98.2	85,257	15.5	67.6	88.9	96.1	98.4
MINNESOTA-TRAVELERS	80,937	16.7	71.5	87.2	93.2	98.5	76,237	13.9	79.3	91.5	96.1	99.0
OHIO-NATIONWIDE	650,839	17.5	41.3	89.8	98.8	99.7	516,949	23.1	18.4	87.0	98.1	99.5
WISCONSIN B/S	225,179	8.7	89.6	94.8	99.5	99.9	195,446	8.5	89.3	94.7	99.6	99.9
DALLAS REGION	1,421,244	22.9	36.0	80.7	94.5	96.8	854,937	26.5	23.8	78.0	93.4	96.3
ARKANSAS B/S	174,325	21.6	18.3	91.8	97.5	98.7	95,864	25.5	10.4	81.2	98.4	99.2
LA.-ARK. B/S	217,810	21.9	31.1	86.8	97.7	98.7	110,537	30.9	9.0	72.3	94.7	97.0
NEW MEXICO-EQUITABLE	62,001	15.1	48.7	95.2	99.2	99.7	38,414	21.7	14.0	93.0	98.6	99.6
OKLAHOMA-AETNA	126,486	16.6	54.3	91.6	99.3	99.9	129,575	17.9	47.4	94.8	98.8	99.9
TEXAS B/S	840,622	24.9	37.3	74.1	92.1	95.3	480,547	28.4	24.3	73.0	90.2	94.3
KANSAS CITY REGION	692,376	19.7	50.1	82.3	96.2	98.7	543,369	25.8	27.8	75.0	95.9	99.0
IOWA B/S	194,960	22.5	27.9	79.2	98.7	99.8	214,984	27.7	11.8	71.3	97.6	99.6
IOWA	140,892	21.5	31.8	80.3	98.9	99.9	138,381	26.2	16.8	72.4	98.2	99.8
NEBRASKA	54,068	25.2	17.8	76.6	98.2	99.8	76,603	30.5	2.8	69.2	96.4	99.3
KANSAS B/S	147,897	20.1	65.4	78.3	91.4	96.1	78,859	23.8	49.8	73.5	90.0	96.8
MISSOURI B/S	133,133	16.4	65.2	81.5	96.3	99.2	56,027	31.1	36.2	48.9	92.0	98.7
MISSOURI-GENERAL AMERICAN	216,386	19.0	50.5	88.3	97.2	99.2	193,499	22.9	34.1	87.2	97.6	99.4
DENVER REGION	286,977	15.2	74.8	89.8	97.0	99.2	278,704	15.3	74.7	90.6	96.7	98.9
COLORADO B/S	134,931	14.8	77.8	89.9	97.6	99.5	97,388	15.9	76.4	89.4	97.4	99.4
MONTANA B/S	27,908	20.5	54.8	87.4	94.2	97.7	46,139	18.8	58.2	89.7	95.5	98.4
NORTH DAKOTA B/S	54,641	11.3	84.8	94.8	99.2	100.0	84,793	10.5	84.9	96.6	99.4	99.9
NORTH DAKOTA	29,753	10.2	87.7	96.2	99.4	100.0	43,574	9.6	87.4	97.4	99.6	100.0
SOUTH DAKOTA	24,888	12.6	81.3	93.1	98.9	99.9	41,219	11.5	82.2	95.7	99.2	99.9
UTAH B/S	60,234	17.7	67.9	86.2	95.8	99.1	34,750	19.0	66.0	84.3	95.4	98.9
WYOMING-EQUITABLE	9,263	13.1	79.3	90.1	92.6	95.7	15,634	18.8	76.9	82.2	83.5	91.3
SAN FRANCISCO REGION	2,445,600	17.9	45.5	89.6	97.7	99.2	1,065,757	21.9	35.3	85.9	96.4	98.5
ARIZONA-NEVADA-AETNA	249,242	18.5	56.4	86.4	96.9	98.9	175,867	20.4	48.7	86.9	95.9	98.4
ARIZONA	183,846	18.7	51.8	86.9	96.9	98.9	158,540	20.5	46.4	86.9	96.0	98.4
NEVADA	65,396	18.0	69.2	84.9	96.7	98.9	17,327	19.3	69.6	87.2	95.1	98.1
CALIFORNIA B/S	891,602	17.4	62.0	86.2	96.5	98.6	461,244	21.1	47.3	85.1	96.1	98.2
CALIFORNIA-OCCIDENTAL	1,241,282	17.8	33.5	92.6	98.6	99.7	401,351	23.3	17.0	86.2	96.9	99.0
HAWAII-AETNA	63,474	23.4	7.9	91.7	98.3	99.2	27,295	23.8	13.7	90.4	97.0	98.3

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
AUGUST, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	367,124	14.0	65.3	94.4	99.1	99.8	422,116	17.2	47.9	92.7	99.1	99.9
ALASKA-OREGON-AETNA	129,791	16.9	54.6	92.1	98.6	99.8	163,874	22.0	23.6	87.4	98.4	99.8
ALASKA	6,123	10.3	88.1	96.6	99.5	99.9	3,204	14.6	76.5	93.5	99.1	100.0
OREGON	123,668	17.2	52.9	91.9	98.5	99.8	160,670	22.1	22.5	87.2	98.4	99.8
IDAHO-EQUITABLE	21,368	13.1	59.7	99.4	100.0	100.0	50,002	14.9	56.5	99.4	100.0	100.0
WASHINGTON B/S	215,965	12.4	72.2	95.2	99.3	99.8	208,240	14.1	64.9	95.2	99.4	99.8
CLALLAM	1,791	3.4	99.1	99.9	100.0	100.0	5,909	4.2	99.1	99.7	100.0	100.0
COWLITZ	4,632	5.5	94.3	98.0	99.4	99.8	3,802	6.2	93.6	98.2	99.3	99.7
GRAYS HARBOR	3,754	13.1	88.5	98.1	99.9	100.0	2,304	13.7	82.2	98.7	99.8	100.0
KING	84,884	11.6	80.2	95.4	99.5	99.9	82,904	13.2	78.2	96.0	99.7	100.0
KITSAP	6,261	19.6	24.0	93.4	99.4	99.8	11,889	10.9	87.4	96.8	99.4	99.8
PIERCE	31,619	13.2	78.1	95.7	99.1	99.7	26,560	20.1	19.9	91.5	99.1	99.7
SKAGIT	4,479	3.1	98.6	99.5	99.9	100.0	8,612	4.5	98.0	99.6	100.0	100.0
SNOHOMISH	10,460	9.4	90.3	97.8	99.3	99.7	10,916	9.1	92.9	98.2	99.6	99.9
SPOKANE	58,436	15.3	50.3	93.1	98.9	99.5	43,491	19.6	32.6	92.4	98.7	99.7
WALLA WALLA	2,165	13.0	82.8	96.2	99.1	99.7	4,549	12.2	78.5	96.2	98.5	99.4
WHATCOM	7,484	5.9	96.6	99.2	99.8	99.9	7,304	6.7	95.4	98.9	99.8	99.9
RRB-TRAVELERS	483,285	19.6	40.6	90.8	98.0	99.1	296,116	19.6	40.8	90.4	98.1	99.3
AETNA	568,993	18.3	50.1	89.4	98.0	99.4	496,611	20.4	38.2	89.3	97.6	99.2
EQUITABLE	384,207	18.4	44.1	88.3	98.4	99.3	270,750	20.6	35.8	89.7	97.2	98.8
NATIONWIDE	787,075	18.0	39.4	89.3	98.7	99.7	575,248	23.1	17.9	87.1	98.1	99.5
PRUDENTIAL	1,323,399	17.2	50.7	89.2	98.4	99.4	685,780	23.0	45.2	89.6	98.4	99.4
TRAVELERS (RRB-EXCLUDED)	549,404	20.8	37.3	82.8	97.6	99.1	300,344	22.7	32.5	76.4	97.6	99.3

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM: AUGUST, 1986

CARRIER	ASSIGNED HCFA-1500 NUMBER OF CLAIMS	ASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	UNASSIGNED HCFA-1500 NUMBER OF CLAIMS	UNASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
TOTAL	8,927,203	63.2	83.0	94.2	97.3	5,226,951	57.2	80.0	93.5	97.3
BOSTON REGION	817,080	65.8	78.6	89.5	94.0	226,270	67.3	81.9	91.5	95.5
CONNECTICUT GENERAL	160,390	75.2	92.2	98.6	99.3	126,107	72.7	88.6	96.5	98.8
MASSACHUSETTS B/S										
MASSACHUSETTS	471,833	62.9	74.9	87.3	92.5	35,193	58.9	71.5	83.8	90.5
TRI-STATE	99,938	53.5	68.0	83.5	91.2	53,931	57.1	71.7	84.6	91.1
MAINE	49,986	53.8	67.5	83.8	90.8	16,795	57.4	71.6	85.0	91.5
NEW HAMPSHIRE	32,429	53.3	68.5	82.6	91.0	25,904	57.7	70.2	83.4	90.2
VERMONT	17,523	53.2	68.4	84.0	92.4	11,232	55.3	75.4	86.9	92.6
RHODE ISLAND B/S	84,919	78.3	86.1	92.2	95.6	11,039	82.6	87.7	92.6	94.9
NEW YORK REGION	1,886,785	47.0	75.8	94.8	97.8	827,874	45.6	77.6	95.4	97.9
NEW JERSEY-PRUDENTIAL	317,409	82.3	91.2	97.1	99.0	165,926	78.9	89.9	96.7	98.7
N.Y.-BINGHAMTON B/S	369,829	40.2	84.2	98.8	99.6	152,655	36.6	81.2	98.1	99.5
N.Y.-NEW YORK B/S	1,027,441	37.2	69.4	95.5	98.5	429,389	30.2	70.0	95.0	97.9
NEW YORK-GROUP HEALTH	41,062	80.9	88.9	95.9	98.3	46,873	91.1	96.5	98.5	99.5
PUERTO RICO B/S	131,044	47.4	60.7	72.2	83.6	33,031	55.4	70.7	77.6	83.6
PUERTO RICO	130,839	47.4	60.6	72.1	83.5	32,902	55.5	70.7	77.5	83.6
VIRGIN ISLANDS	205	60.0	71.7	90.2	96.1	129	47.3	61.2	87.6	93.0
PHILADELPHIA REGION	1,005,620	61.6	79.8	90.9	96.7	382,755	39.9	70.8	92.0	97.8
MARYLAND B/S	284,743	45.0	63.0	82.1	94.9	51,641	1.9	27.0	66.0	92.1
PENNSYLVANIA B/S	496,141	70.1	82.9	92.5	96.4	205,492	40.1	72.9	95.7	98.3
DELAWARE	8,924	64.3	75.5	88.8	94.4	1,391	48.4	66.4	84.2	93.5
DISTRICT OF COLUMBIA	60,235	65.2	79.5	90.1	95.1	26,330	67.4	81.4	93.1	97.4
PENNSYLVANIA	426,982	70.9	83.6	92.9	96.6	177,771	36.0	71.7	96.2	98.5
VIRGINIA-TRAVELERS	162,567	62.8	95.7	99.0	99.8	98,096	50.3	83.9	96.1	99.2
WEST VIRGINIA-NATIONWIDE	62,169	67.2	91.1	97.7	99.6	27,526	72.2	90.9	97.8	99.7
ATLANTA REGION	1,528,240	66.7	85.0	94.3	97.3	1,257,259	50.1	72.4	90.1	95.9
ALABAMA B/S	135,413	88.0	93.6	96.8	98.4	45,193	83.7	91.3	96.1	98.1
FLORIDA B/S	592,012	47.9	76.4	90.7	95.6	693,343	32.5	61.9	86.5	94.6
GEORGIA-PRUDENTIAL	161,738	85.9	95.3	98.6	99.4	72,332	81.1	91.9	97.4	99.0
KENTUCKY B/S	107,669	70.6	87.5	94.4	96.7	70,719	65.1	82.8	94.6	97.3
MISSISSIPPI-TRAVELERS	80,229	79.8	94.8	98.3	99.4	35,821	63.3	85.8	97.0	99.4
NORTH CAROLINA-PRUDENTIAL	262,365	83.4	89.7	97.0	99.1	162,220	74.9	83.8	94.0	97.9
SOUTH CAROLINA B/S	79,327	62.2	75.2	89.9	94.4	44,912	42.5	54.5	78.3	86.5
TENNESSEE-EQUITABLE	109,487	63.0	92.0	97.7	99.1	132,719	74.1	93.2	98.2	99.4

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM: AUGUST, 1986

CARRIER	ASSIGNED HCFA-1500 NUMBER OF CLAIMS	ASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	UNASSIGNED HCFA-1500 NUMBER OF CLAIMS	UNASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
CHICAGO REGION	936,646	73.0	88.7	96.6	98.4	661,951	71.9	88.4	96.5	98.8
ILLINOIS B/S (HCSC)	96,162	82.6	94.9	99.0	99.7	108,437	85.3	93.2	98.6	99.7
INDIANA B/S	118,535	74.0	86.6	95.2	98.9	112,726	58.8	78.0	92.1	98.2
MICHIGAN B/S	339,100	67.6	83.6	94.6	96.8	70,493	68.1	83.5	92.0	94.4
MINNESOTA B/S	14,199	76.0	89.3	97.4	99.2	26,627	74.7	88.1	97.2	99.5
MINNESOTA-TRAVELERS	29,217	75.2	90.3	98.0	99.3	28,161	75.8	90.7	97.9	99.3
OHIO-NATIONWIDE	266,421	73.2	92.7	98.1	99.4	251,413	70.4	91.1	97.9	99.5
WISCONSIN B/S	73,012	81.2	92.7	99.4	99.8	64,094	79.5	92.0	99.6	99.9
DALLAS REGION	778,085	66.9	90.1	96.3	98.3	520,614	62.9	85.2	93.5	96.9
ARKANSAS B/S	125,716	74.8	96.5	98.5	99.5	45,353	79.4	94.7	98.2	99.3
LA.-ARK. B/S	168,774	63.2	91.5	97.3	98.7	114,962	52.5	85.1	94.7	97.5
NEW MEXICO-EQUITABLE	24,112	69.8	95.0	98.5	99.5	18,105	82.6	93.8	98.0	99.6
OKLAHOMA-AETNA	52,258	81.7	95.0	99.3	99.9	64,292	81.9	94.9	99.0	99.9
TEXAS B/S	407,225	64.0	86.6	94.6	97.4	277,902	58.9	80.9	90.7	95.3
KANSAS CITY REGION	371,893	56.9	82.6	94.2	97.5	372,512	53.8	83.4	95.6	98.4
IOWA B/S	110,336	64.7	88.3	98.3	99.8	160,725	57.8	85.7	97.9	99.7
IOWA	78,873	65.9	89.7	98.5	99.8	97,043	62.3	88.4	98.3	99.8
NEBRASKA	31,463	61.8	84.8	97.9	99.8	63,682	50.8	81.7	97.4	99.6
KANSAS B/S	59,152	50.2	67.7	85.7	94.3	32,305	47.3	65.0	83.5	92.8
MISSOURI B/S	69,207	50.9	81.1	95.6	97.8	49,204	42.6	73.8	94.9	98.3
MISSOURI-GENERAL AMERICAN	133,198	56.6	85.2	94.0	96.8	130,278	54.6	88.6	96.1	98.3
DENVER REGION	104,113	71.3	89.2	97.4	99.1	99,433	76.1	89.5	96.8	98.9
COLORADO B/S	47,192	66.5	88.1	98.0	99.8	37,711	71.1	89.3	97.6	99.5
MONTANA B/S	15,570	63.0	86.2	92.7	95.7	15,585	68.4	81.6	91.2	96.0
NORTH DAKOTA B/S	11,434	85.7	94.2	98.7	99.9	19,044	85.7	94.2	98.8	99.9
NORTH DAKOTA	5,633	88.4	95.1	98.9	99.9	9,637	88.0	95.0	99.0	99.9
SOUTH DAKOTA	5,801	83.1	93.3	98.6	99.9	9,407	83.4	93.4	98.6	99.9
UTAH B/S	22,267	72.0	88.0	98.0	99.5	16,496	72.0	88.0	98.0	99.5
WYOMING-EQUITABLE	7,650	94.9	97.9	98.7	99.1	10,597	93.9	96.1	97.2	98.4
SAN FRANCISCO REGION	1,133,411	69.6	84.8	94.2	97.1	508,792	61.5	79.0	91.2	95.7
ARIZONA-NEVADA-AETNA	104,829	60.6	77.3	91.0	94.9	71,924	65.5	77.9	90.4	94.9
ARIZONA	76,409	63.1	79.3	91.2	95.1	63,070	66.3	78.8	91.1	95.2
NEVADA	28,420	53.9	72.1	90.6	94.6	8,854	59.1	71.4	85.9	92.7
CALIFORNIA B/S	423,349	57.5	76.5	90.3	94.7	210,531	54.2	73.8	88.5	94.0
CALIFORNIA-OCCIDENTAL	564,132	80.3	91.8	97.5	99.1	208,308	67.2	83.7	93.7	97.5
HAWAII-AETNA	41,101	70.1	93.6	97.6	99.0	18,029	65.4	89.3	96.3	98.4

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM: AUGUST, 1986

CARRIER	ASSIGNED HCFA-1500 NUMBER OF CLAIMS	ASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	UNASSIGNED HCFA-1500 NUMBER OF CLAIMS	UNASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	147,960	79.7	94.3	98.3	99.3	234,008	81.3	94.8	99.0	99.7
ALASKA-OREGON-AETNA	41,769	79.0	91.8	98.0	99.7	86,830	76.2	91.9	98.6	99.8
ALASKA	1,507	68.4	85.3	97.5	99.4	1,575	74.8	89.4	98.9	99.9
OREGON	40,262	79.4	92.0	98.0	99.7	85,255	76.3	92.0	98.6	99.8
IDAHO-EQUITABLE	16,442	98.3	99.8	100.0	100.0	38,365	97.5	99.8	100.0	100.0
WASHINGTON B/S	89,749	76.5	94.4	98.2	99.0	108,813	79.7	95.4	99.0	99.6
CLALLAM	330	96.4	99.4	99.7	99.7	1,268	97.6	100.0	100.0	100.0
COWLITZ	825	84.7	93.1	98.5	99.8	780	84.0	91.5	96.8	99.2
GRAYS HARBOR	2,723	94.9	99.2	100.0	100.0	1,998	91.5	99.5	100.0	100.0
KING	32,804	84.3	95.5	98.9	99.4	38,925	83.3	96.3	99.5	99.8
KITSAP	4,764	76.5	97.9	99.5	99.7	3,082	81.2	95.1	98.4	99.5
PIERCE	14,830	82.5	91.9	97.4	98.6	21,136	80.6	93.1	98.4	99.4
SKAGIT	280	94.3	99.3	100.0	100.0	1,177	97.5	99.4	100.0	100.0
SNOHOMISH	4,316	88.4	96.5	98.8	99.3	4,662	91.2	96.0	99.3	99.5
SPOKANE	26,728	59.2	93.0	97.3	98.3	33,189	71.2	95.3	99.0	99.6
WALLA WALLA	1,023	71.5	91.0	97.0	98.0	1,673	70.2	92.1	97.1	98.4
WHATCOM	1,126	83.3	97.4	99.6	99.8	923	89.7	97.2	98.6	99.1
RRB-TRAVELERS	217,370	81.8	94.7	98.4	99.4	135,483	72.1	88.5	96.9	99.2
AETNA	239,957	70.0	86.5	95.1	97.5	241,075	73.7	88.3	96.1	98.2
EQUITABLE	157,691	69.3	93.6	98.1	99.2	199,786	80.4	94.7	98.5	99.5
NATIONWIDE	328,590	72.1	92.4	98.0	99.5	278,939	70.5	91.1	97.9	99.5
PRUDENTIAL	741,512	83.5	91.6	97.4	99.1	400,478	77.7	87.8	95.7	98.4
TRAVELERS (RRB-EXCLUDED)	272,013	69.1	94.8	98.7	99.6	162,078	57.6	85.5	96.6	99.3

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JUNE, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA — TOTAL — NUMBER	TOTAL — PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S — ASSIGNED — PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S — UNASSIGNED — PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS — PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
TOTAL	67.9	98.2	6,501,097	25.1	31.6	11.5	1.0	3.4
BOSTON REGION	82.6	103.1	312,103	18.7	21.8	4.4	0.9	6.8
CONNECTICUT GENERAL	64.5	105.5	65,496	17.3	26.3	0.9	0.1	4.2
MASSACHUSETTS B/S								
MASSACHUSETTS	94.2	104.9	174,022	21.0	22.3	0.3	1.3	9.0
TRI-STATE	66.3	101.8	33,152	11.7	11.6	12.0	1.5	7.0
MAINE	75.6	99.1	2,301	1.8	2.4	0.0	1.6	7.0
NEW HAMPSHIRE	55.1	103.9	14,934	15.7	14.9	16.8	1.5	7.2
VERMONT	63.9	104.3	15,917	27.1	31.1	20.0	1.1	6.6
RHODE ISLAND B/S	92.7	92.2	39,433	22.2	24.0	0.0	0.0*	1.2
NEW YORK REGION	70.4	95.0	880,799	24.9	33.7	3.9	0.9	3.0
NEW JERSEY-PRUDENTIAL	66.6	89.1	267,470	26.7	37.7	4.7	0.4	1.3
N.Y.-BINGHAMTON B/S	71.9	86.5	109,027	17.1	22.6	3.2	2.8	3.7
N.Y.-NEW YORK B/S	71.1	99.6	447,777	29.8	40.1	4.5	0.7	3.7
NEW YORK-GROUP HEALTH	72.1	108.0	56,481	28.8	39.9	0.3	0.0	1.2
PUERTO RICO B/S	78.4	104.6	44	0.0*	0.0*	0.0	0.3	5.3
PUERTO RICO	78.4	104.7	44	0.0*	0.0*	0.0	0.3	5.3
VIRGIN ISLANDS	77.0	65.1	0	0.0	0.0	0.0	1.1	4.6
PHILADELPHIA REGION	83.3	95.0	751,770	25.5	28.9	8.7	0.1	2.4
MARYLAND B/S	84.0	110.3	98,172	34.5	34.5	34.5	0.0*	2.8
PENNSYLVANIA B/S	86.0	94.2	522,537	25.0	29.0	0.2	0.1	2.4
DELAWARE	78.8	97.7	11,094	17.4	22.1	0.0*	0.1	2.3
DISTRICT OF COLUMBIA	79.4	87.3	90,302	32.7	41.2	0.3	0.2	3.4
PENNSYLVANIA	87.3	95.1	421,141	24.0	27.5	0.2	0.1	2.2
VIRGINIA-TRAVELERS	73.9	90.8	96,905	24.7	26.1	21.0	0.2	1.7
WEST VIRGINIA-NATIONWIDE	70.6	89.9	34,156	19.6	23.6	9.9	0.2	4.3
ATLANTA REGION	65.1	99.5	1,473,513	31.8	41.1	14.4	1.7	4.0
ALABAMA B/S	75.3	100.2	198,190	48.6	50.9	41.7	2.6	3.1
FLORIDA B/S	61.6	95.0	584,366	30.7	40.3	15.2	3.1	6.3
GEORGIA-PRUDENTIAL	69.1	104.2	122,322	24.8	32.9	6.6	0.3	0.4
KENTUCKY B/S	65.4	110.9	84,577	27.7	31.9	19.8	0.8	5.7
MISSISSIPPI-TRAVELERS	73.4	89.3	44,317	20.3	24.9	7.7	0.3	3.0
NORTH CAROLINA-PRUDENTIAL	71.0	99.2	271,858	40.1	54.9	4.0	0.4	2.4
SOUTH CAROLINA B/S	63.9	99.7	99,381	42.9	49.9	30.4	0.0*	0.9
TENNESSEE-EQUITABLE	52.6	111.1	68,502	17.1	27.4	5.7	0.6	2.9

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JUNE, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL NUMBER	TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
CHICAGO REGION	64.4	97.6	1,332,096	29.9	37.1	16.8	0.6	1.9
ILLINOIS B/S (HCSC)	59.1	107.3	163,287	18.1	23.6	10.1	0.5	2.2
INDIANA B/S	55.6	89.5	117,327	21.9	25.7	17.0	3.9	0.4
MICHIGAN B/S	87.2	100.4	585,442	47.0	51.9	13.7	0.0*	0.8
MINNESOTA B/S	35.1	98.1	50,444	38.7	39.2	38.5	0.2	5.0
MINNESOTA-TRAVELERS	51.2	96.2	76,754	50.5	52.4	48.5	0.4	3.3
OHIO-NATIONWIDE	56.7	92.5	249,239	24.7	34.1	12.5	0.4	3.8
WISCONSIN B/S	53.1	92.7	89,603	18.6	17.8	19.6	0.0	0.9
DALLAS REGION	62.4	98.7	389,279	18.1	23.9	8.3	0.8	5.3
ARKANSAS B/S	70.8	95.3	31,623	11.8	12.9	9.0	0.3	3.7
LA.-ARK. B/S	65.5	104.8	64,711	18.9	25.6	6.1	0.6	5.5
NEW MEXICO-EQUITABLE	66.0	97.9	14,737	14.8	18.5	7.8	0.3	3.7
OKLAHOMA-AETNA	48.7	100.4	48,040	18.8	27.9	10.1	2.4	2.6
TEXAS B/S	62.2	97.4	230,168	19.4	26.0	8.4	0.6	6.2
KANSAS CITY REGION	57.3	97.4	364,465	30.6	39.0	19.2	0.8	4.5
IOWA B/S	47.9	94.0	66,825	16.1	23.0	9.7	1.2	3.5
IOWA	48.9	93.0	56,114	19.1	24.4	14.1	1.0	3.3
NEBRASKA	45.4	96.4	10,711	8.7	19.2	0.1	1.7	4.2
KANSAS B/S	69.2	89.7	64,561	32.6	35.8	25.5	1.5	2.1
MISSOURI B/S	71.8	98.4	81,207	42.7	50.6	22.6	0.8	4.7
MISSOURI-GENERAL AMERICAN	54.3	104.6	151,872	39.2	48.8	27.7	0.1	6.5
DENVER REGION	51.7	99.8	73,279	13.1	13.1	13.2	0.8	5.7
COLORADO B/S	58.9	96.9	29,296	11.4	12.1	10.4	0.3	6.1
MONTANA B/S	41.3	101.8	2,020	3.2	1.3	4.6	1.7	5.7
NORTH DAKOTA B/S	37.9	107.7	28,783	22.4	18.3	24.9	0.3	4.9
NORTH DAKOTA	39.7	106.4	23,269	33.3	25.0	38.8	0.3	5.7
SOUTH DAKOTA	35.8	109.4	5,514	9.4	9.4	9.4	0.3	4.0
UTAH B/S	59.3	97.4	11,698	12.7	16.3	7.6	2.2	6.5
WYOMING-EQUITABLE	44.0	90.0	1,482	8.1	16.7	1.3	0.6	0.0
SAN FRANCISCO REGION	69.9	102.8	817,161	25.3	30.8	12.4	2.0	2.6
ARIZONA-NEVADA-AETNA	57.7	101.1	84,467	20.4	28.7	9.1	2.1	3.1
ARIZONA	52.9	104.3	66,722	20.2	29.9	9.4	2.3	3.2
NEVADA	76.6	88.5	17,745	21.1	25.4	6.9	1.6	2.7
CALIFORNIA B/S	68.0	107.1	323,226	25.6	31.4	13.2	0.4	3.6
CALIFORNIA-OCCIDENTAL	75.1	99.6	402,699	27.5	32.0	13.6	3.5	1.4
HAWAII-AETNA	67.2	101.2	6,769	7.5	7.7	7.0	0.6	3.3

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JUNE, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL NUMBER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED: PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED: PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS: PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
SEATTLE REGION	45.2	101.8	100,832	12.4	18.5	7.3	0.9	2.2
ALASKA-OREGON-AETNA	43.5	100.5	39,392	14.5	19.2	10.9	1.3	1.4
ALASKA	62.4	105.9	0	0.0	0.0	0.0	1.7	2.1
OREGON	43.0	100.3	39,392	14.9	20.0	11.1	1.3	1.4
IDAHO-EQUITABLE	27.5	100.0	9,396	12.6	20.3	9.7	0.1	0.0*
WASHINGTON B/S	49.0	102.8	52,044	11.1	18.0	4.4	0.9	3.0
CLALLAM	24.8	80.0	330	4.0	16.0	0.0	0.5	13.5
COWLITZ	57.1	110.6	0	0.0	0.0	0.0	0.5	0.0
GRAYS HARBOR	58.7	111.5	0	0.0	0.0	0.0	0.5	3.4
KING	48.8	104.0	29,607	15.9	26.7	5.6	0.7	1.9
KITSAP	35.8	99.2	2,406	12.1	15.4	10.2	0.3	9.6
PIERCE	50.1	96.7	3,175	4.9	4.8	5.0	1.4	1.8
SKAGIT	29.0	115.8	1,504	11.1	13.1	10.3	0.8	1.9
SNOHOMISH	48.6	103.4	971	3.9	6.7	1.3	1.3	4.9
SPOKANE	54.3	101.9	13,108	11.4	19.3	2.1	0.9	1.9
WALLA WALLA	31.3	159.2	0	0.0	0.0	0.0	0.5	7.8
WHATCOM	54.1	91.4	943	6.9	12.3	0.4	0.4	14.8
RRB-TRAVELERS	62.8	82.1	5,800	0.9	1.1	0.5	0.2	0.7
AETNA	52.6	100.8	178,668	17.3	24.1	9.8	1.8	2.5
EQUITABLE	51.4	106.9	94,117	15.9	24.7	6.5	0.5	2.6
NATIONWIDE	58.7	92.1	283,395	24.0	32.2	12.2	0.4	3.9
PRUDENTIAL	68.6	95.7	661,650	30.4	42.2	4.9	0.3	1.4
TRAVELERS (RRB-EXCLUDED)	69.2	91.5	217,976	28.6	29.6	26.4	0.2	2.4

* LESS THAN 0.05

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.

B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.

C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.

D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.

E. Denied--Claims denied in full for any reason.

F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)

Claims Pending End of Month

A. Number--The total number of claims pending at the end of the month.

B. Days Work on Hand*--Claims pending end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

C. Days Work on Hand Over 30 Days*--Claims pending over 30 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

D. Days Work on Hand Over 60 Days*--Claims pending over 60 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

*NOTE: Suspended claims are excluded from counts of claims processed and pending in items B, C, and D above. Suspended claims are claims suspended from processing due to HCFA directives. Such claims are usually those submitted by physicians or suppliers under investigation for questionable utilization or billing practices.

Net Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).

B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.

C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.

D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Claims Processed, Average Processing Time, and Percentage Distribution

A. Number--The sum of claims paid, claims applied to the deductible, and claims denied minus processed claims previously suspended due to HCFA directives.

B. Mean (Average) Processing Time (Days)--The arithmetic mean processing time for all types of HCFA-1500 claims. The overall mean is obtained by weighting the means by type of claim by the number of claims by type of claim. Claims processing time is defined as the length of time in calendar days from the date of initial receipt of the original claim to the date the EOMB or denial letter is prepared. In instances where carriers make periodic "roll-up" payments, claims are considered processed when the completely adjudicated claims are posted to a summary payment tape, listing or file (see Medicare Carrier Manual 14-3 Section 13321.2).

C. Percentage Distribution--Distribution by days required to process. The percent of claims processed within a time frame is determined in the following manner. The number of claims reported as processed within the specific time frame is divided by the total number of claims reported as processed (excluding those suspended) during the month by the carrier and then multiplied by 100.

Number and Percentage Distribution of Pending Claims

A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.

B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).

B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.

C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.

D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

Medicaid Crossover Claims

A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.

B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.

C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

U.S. GOVERNMENT PRINTING OFFICE:1986-181-270/42334

CMS LIBRARY
3 8095 00014444 0